

State of Texas
Department of Information Resources



Exhibit 1.3

Service Management Manual

Multi-Sourcing Services Integrator

DIR-ESS-MSI-407

August 1, 2018

Change Log

CCR/CN	Amendment	Date	Description
CCR-00XXX	N/A	8/1/2018	<ul style="list-style-type: none">Revised Phase II dates from “20 days prior to commencement” to “10 days prior to commencement” related to Exhibit 3.7 changes.

The Successful Respondent shall develop, for DIR review and approval, a MSI Service Management Manual (SMM) containing MSI procedures for DIR, DIR Customers, and SCPs as required in **Exhibit 3.3 Critical Deliverables** and **Exhibit 3.1 Service Level Matrix**.

The Successful Respondent should clearly indicate its process and approach for defining, documenting, communicating, maintaining, and monitoring the processes and procedures in the SMM across all Parties.

1 General

1. The Successful Respondent shall update the SMM with changes necessary for the Successful Respondent's solution.
2. The Successful Respondent shall identify areas for improvement and implement those in the SMM.
3. The Successful Respondent shall create SMM procedures for MSI New Services, systems, and SCPs.
4. The Successful Respondent shall train DIR, DIR Customers, and SCPs on the new MSI procedures.

2 Delivery and Contents

1. The Successful Respondent shall deliver to DIR portions and versions of the SMM for DIR's review and comment on the dates provided in this exhibit and **Exhibit 3.1 Service Level Matrix**. DIR will review the SMM drafts and provide the Successful Respondent with comments and revisions.
2. The Successful Respondent shall incorporate DIR's comments and revisions into the SMM and shall deliver subsequent versions thereof on or before the dates set forth in this exhibit and **Exhibit 3.1 Service Level Matrix** for DIR's review and comment in accordance with this Section.
3. The Successful Respondent shall document appropriate policies, processes and procedures for inclusion in the SMM to provide effective Service interfaces between Successful Respondent and DIR Customers.
4. The Successful Respondent shall deliver a final version of the SMM to DIR on or before the date set forth in **Exhibit 3.1 Service Level Matrix** for DIR's final approval, which DIR may withhold in its sole discretion.
 - a. In the event of a rejection, the Successful Respondent shall submit to DIR a revised SMM within thirty (30) days of DIR's rejection, addressing each of the points raised by DIR in its rejection.
 - b. The Successful Respondent shall continue making subsequent revisions of the SMM until approved by DIR.
5. The Successful Respondent shall include in the SMM, at a minimum:
 - a. a detailed description of the manner in which each of the Services shall be performed by the Successful Respondent, including:
 - i. the Equipment, Materials, and Systems to be procured, operated, supported or used;
 - ii. documentation (including operations manuals, user guides, specifications, policies/procedures, and disaster recovery/business

- continuity plans) to be created and/or maintained by Successful Respondent in the course of performing the Services;
- iii. the specific activities to be undertaken by Successful Respondent in connection with each Service, including, where appropriate, the direction, supervision, monitoring, staffing, reporting, planning, and oversight activities to be performed by Successful Respondent under this Agreement;
- iv. the checkpoint reviews, testing, acceptance, controls and other procedures to be implemented and used to assure service quality;
- v. the DIR-approved processes, methodologies and controls to be implemented and used by Successful Respondent to comply and confirm compliance with DIR Rules and DIR Standards;
- vi. the processes, methodologies, and controls to be implemented and used by DIR, DIR Customers, and the Successful Respondent to identify DIR Data that DIR Customers are legally prohibited from disclosing, including any confidentiality requirements specific to any DIR Customer subject to Section 15.11 of the Agreement, the processes, methodologies and controls to be implemented and used by Successful Respondent to comply and confirm compliance with applicable Laws (including applicable Privacy Laws relating to the privacy and security of DIR Data); and
- viii. the processes, methodologies, and controls to be implemented and used by Successful Respondent to implement DIR-approved billing structure changes;
- b. the procedures for DIR, DIR Customer, and Successful Respondent interaction and communication, including:
 - i. call lists;
 - ii. procedures for and limits on direct communication by Successful Respondent with DIR and DIR Customer personnel;
 - iii. Problem Management and escalation procedures;
 - iv. Change Control Procedures;
 - v. Acceptance testing and procedures (subject to MSA **Section 4.5**);
 - vi. Quality Assurance procedures and checkpoint reviews;
 - vii. the Project-formation process and implementation methodology (subject to MSA **Section 4.7**); and
 - viii. the interfaces between and among DIR, DIR Customers, and Successful Respondent; and
- 6. practices and procedures addressing such other issues and matters as DIR reasonably requires.
- 7. The Successful Respondent shall incorporate DIR's and DIR Customers' then-current policies and procedures in the Service Management Manual to the extent it is directed to do so by DIR.

3 Compliance

The Successful Respondent shall perform the Services in accordance with the terms of the Agreement and DIR's and DIR Customers' then-current policies and procedures until the Service

Management Manual is finalized and agreed upon by the Parties. Thereafter, the Successful Respondent shall perform the Services in accordance with the terms of the Agreement including the SMM. In the event of a conflict between the provisions of the Agreement and the SMM, the provisions of the Agreement shall control unless the Parties expressly agree otherwise and such agreement is set forth in the relevant portion of the SMM.

4 Maintenance, Modification, and Updating

1. The Successful Respondent shall maintain the SMM so as to be accessible electronically to DIR, DIR Customers, and Authorized Users via the Portal or such other electronic means as approved by DIR, and in any case in a manner consistent with DIR's security policies.
2. The Successful Respondent shall communicate to all DIR Customers the availability of and methodology for accessing the SMM.
3. DIR shall have the right, but not the obligation, to distribute hard copies of the SMM to Authorized Users.
4. The Successful Respondent shall promptly and timely modify and update the SMM to reflect changes in the operations or procedures described therein and to comply with DIR Standards, DIR Rules, the Technology Plan and Strategic Plans.
5. The Successful Respondent shall provide the proposed changes in the SMM to DIR for DIR's prior review, comment, and approval, which DIR may withhold in its sole discretion.
6. The Successful Respondent shall retain previous versions of the SMM and shall provide DIR access to such previous versions along with a method to track all changes made to prior versions (version tracking).

5 Training

The Successful Respondent shall provide training to DIR Customer and SCP personnel in accordance with the terms of **Exhibit 2.0 Service Model** and as otherwise required by DIR to provide DIR Customers effective Service interfaces between Successful Respondent and SCPs.

6 Annual Review

The Parties shall meet to perform a formal annual review of the SMM on a mutually agreed date but not later than thirty (30) days from each anniversary of the Commencement Date.

7 General Content and Organization

Table 1: Service Management Manual Content below provides the general organization and content of the SMM. Although not intended to replicate the Agreement, the SMM should provide comprehensive documentation of the procedures that the Successful Respondent shall follow to implement and manage the Agreement and the overall relationship. Specific references to detailed text or requirements in the Agreement may be incorporated within the SMM.

The responsibilities of the Successful Respondent and DIR should be clearly indicated within the document (including specific responsibilities by job title or function). The SMM will be used

jointly by the Parties to assist with overall coordination and communication regarding the Agreement.

Please reference **Exhibit 3.1 Service Level Matrix** and **Exhibit 3.3 Critical Deliverables** for additional information on the requirements for delivery.

Table 1: Service Management Manual Content

Content	Preliminary Due Date	Description	Delivery Phase
Purpose and Document Control	30 days after Effective Date	The Successful Respondent should describe the purpose of the SMM. This section should address who should use the Manual, how the Manual is organized, how the initial version and updates will be distributed, version control procedures for the Manual, when updates will occur, and procedures for authorizing and implementing updates. It is intended that the structure of the Manual will require that the individual compliance requirements and business rules of each participating DIR Customer are separately identified where applicable for each section or component part of the Manual.	Phase I
Governance			
Contacts Lists	30 days after Effective Date	Key personnel for all SCPs and the Successful Respondent. Includes a list of contacts that are key users of the Services and/or perform a liaison function in regard to the Services (by DIR and DIR Customer, by location). Includes contact information for key Authorized Users.	Phase I

Content	Preliminary Due Date	Description	Delivery Phase
Organizational Charts	30 days after Effective Date	Include organization charts, description of functions performed, contact information.	Phase I
Governance Overview	10 days prior to Commencement Date	The purpose of this section is to identify the structure of the Governance Organization. This structure includes the Business Executive Leadership Committee, the IT Leadership Committee, and Solution Groups. Reference Exhibit 1.2 Governance .	Phase II
Committees & Solution Groups	10 days prior to Commencement Date	The purpose of this section is to identify the structure of the Governance Organization. This structure includes the Business Executive Leadership Committee, the IT Leadership Committee, and solution groups. Reference Exhibit 1.2 Governance .	Phase II
Standards and Configurations	10 days prior to Commencement Date	Document enterprise standards and configurations for Services.	Phase II
Contracts – Living Version	10 days prior to Commencement Date	Maintain current, amended versions of all shared services contracts on the Portal.	Phase II
Service Responsibilities Matrices	60 days after Commencement Date	The Responsibility Assignment Matrix (RACI) Charts illustrating the correlating levels of responsibilities for the various teams with the SCPs.	Phase III
Enterprise Policies	60 days after Commencement Date	Maintain current, amended versions of all enterprise level policies related to shared services on the Portal.	Phase III

Content	Preliminary Due Date	Description	Delivery Phase
Operational Reports Inventory	10 days prior to Commencement Date	Current list of operational reports in the shared service program(s).	Phase II
Quality Management	10 days prior to Commencement Date	Defines the process and activities related to the planning, execution, and closure of Quality Assurance and Process Compliance (QAPC) Review Program. The objective of QAPC Review Program is to verify compliance and to ensure adherence to the defined processes and procedures.	Phase II
Record Retention	10 days prior to Commencement Date	Defines the record retention process for handling documents that the Successful Respondent and SCPs are obligated to maintain for the State of Texas engagement.	Phase II
Security Clearance Tracking	10 days prior to Commencement Date	Describes the Operational Procedures that support Successful Respondent's security clearance tracking tool. Includes processes and procedures necessary to inform the Service Component Providers on the use of the tool.	Phase II
Transition Activities and Responsibilities			
Overall Management and Reporting Process	30 days after Effective Date	A description of DIR and MSI management structure, reporting, and review process associated with Transition Services.	Phase I

Content	Preliminary Due Date	Description	Delivery Phase
Interim Relationship Management Procedures	10 days prior to Commencement Date	The procedures and responsibility for communication and coordination with DIR, Customers, employees, etc. A description of the responsibilities of both Parties.	Phase II
Human Resource Transition	30 days after Effective Date	The procedures and responsibilities regarding finalization of HR-transition activities. A description of the responsibilities of both Parties.	Phase I
Other Transition Procedures and Responsibilities	10 days prior to Commencement Date	Any other pertinent procedures and responsibilities.	Phase II
Marketplace Procedures			
Collaboration 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Implement and maintain collaboration capabilities including a Portal, Document Repository, and Training System to be used as the centralized destination point of access to all documentation, shared information, system links, and broadcast communications pertaining to the delivery of the Services.	Phase II
Portal 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Describes the Operational Procedures that support MSI's portal services tool. Includes processes and procedures necessary to inform the Service Component Providers on the use of the tool.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Service Catalog Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	A database or structured Document with information about select Services, including those available for Deployment. The Service Catalog is the only part of the Service portfolio published to Customers, and is used to support the request and delivery of select Services. The Service Catalog may include information about Deliverables, prices, contact points, ordering and request processes.	Phase II
IT Service Desk and Constituent Help Desk 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The facilities, associated technologies, and fully trained staff who respond to Calls, coordinate all Incident Management, Problem Management and Request Management activities, and act as a single point of contact for Authorized Users regarding the Services.	Phase II
Communications 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Coordinate and provide broad communications support across SCPs and DIR Customers to ensure common messaging for DIR shared services	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
<p>Outreach and Growth</p> <ol style="list-style-type: none"> 1. Policies 2. Processes 3. Procedures 4. Work Instructions 	<p>10 days prior to Commencement Date</p>	<p>Customer outreach campaigns are required to drive the growth of all DIR shared services across all DIR Customer segments (state agencies, local government, higher education). Successful Respondent shall perform a lead role in analyzing new DIR Customer, New Service Component, and New Service opportunities, and coordinating outreach and implementation of DIR shared services across current and potential DIR Customers. As new DIR Customer opportunities arise, track the opportunity through the outreach process and lead SCPs through the outreach, solution design, cost estimation and implementation processes.</p> <p>Provide outreach support for each DIR shared service and the state agencies participating in the Texas.gov offering. A Texas.gov SCP will provide the constituent-facing marketing and advertising services.</p>	<p>Phase II</p>
Service Management Procedures			

Content	Preliminary Due Date	Description	Delivery Phase
Incident Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	<p>The use of people, processes and technology with the primary goal to restore normal Service operations as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best achievable levels of service quality and availability are maintained.</p> <p>Includes Major Incident Management.</p>	Phase II
Problem Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	<p>The process, software, techniques and procedures that aid in identification, tracking, communication, and resolution of Problems arising in DIR Customer's IT Environment, and resolving those Problems arising from or related to the Services. The goal of Problem Management is to minimize the adverse impact of Incidents and Problems on the business that are caused by errors within the IT infrastructure, and to prevent recurrence of Incidents related to these errors. To achieve this goal, Problem Management seeks to get to the root cause of Incidents and then initiate actions to improve or correct the situation.</p>	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Information Security Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process that ensures the confidentiality, integrity and Availability of an organization's assets, information, data and IT Services. Information Security Management usually has a wider scope than the MSI. It normally includes handling of paper, building access, phone calls etc., for the entire organization. Includes security operations management procedures.	Phase II
Access Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Access Management is focused on the platform, process and operations to enable Authorized Users to request access to and use an IT service.	Phase II
Request Management and Fulfillment 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process responsible for managing the lifecycle of all Service Requests.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Change Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The processes relating to planning and performing all changes in IT environment pertaining to the Services, including changes to individual components and coordination of changes across all components. The Change Management processes will support and include checkpoints to determine any potential or required Change Control Procedures and includes a process of controlling changes to the infrastructure or any aspect of Services, in a controlled manner, enabling approved changes with minimum disruption.	Phase II
Asset Inventory and Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Leverage automated Asset Inventory and Management System (AIMS) tools and Data Quality Management (DQM) capabilities and processes to capture, manage, and maintain assets for all Services.	Phase II
Software License Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Defines the process and procedures for managing Software License compliance and renewals to ensure accurate tracking, reporting and timely updates.	Phase II
Configuration Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process of identifying and defining CIs in a system, recording and reporting the status of CIs and RFCs, and verifying the completeness and correctness of the CIs.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
IT Service Continuity Management (ITSCM) 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process responsible for managing risks that could seriously impact IT Services. ITSCM ensures that the Successful Respondent can always provide minimum agreed Service Levels, by reducing the risk to an acceptable level and Planning for the recovery of IT Services. ITSCM should be designed to support Business Continuity Management.	Phase II
Project Management and Support 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Project Management and Support will align projects to DIR requirements and deliver projects from request through end-to-end solutioning including turnover to the DIR Customer and validation that project requirements were met in terms of timing, quality, and cost.	Phase II
Release Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process responsible for planning, scheduling and controlling the movement of releases to Test and Production Environments. The primary objective of Release Management is to ensure that the integrity of the Production Environment is protected and that the correct Components are released. Release Management works closely with Configuration Management and Change Management.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Service Management Tools Support 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Describes the Operational Procedures that support the Successful Respondent's service management tools, including processes necessary to inform the customer base about engaging the Successful Respondent Team for support of the Service Management Toolset. This document also informs about those maintenance and support functions performed by the Successful Respondent Team and respective data center personnel taking place as a matter of providing the expected service availability.	Phase II
Project Management Tools 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Describes the Operational Procedures that support Successful Respondent's project management tools. This document provides information on the controls that apply to project management tools.	Phase II
Business Management Procedures			
Operational Intelligence 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The Successful Respondent shall describe procedures and activities regarding key standard Reports and requests for ad hoc reports from DIR and Customers.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Service Level Management (SLM) 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process responsible for negotiating SLAs, and ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, OAs, and Underpinning Contracts are appropriate for the agreed Service Level targets. SLM monitors and reports on Service Levels, facilitates Service Delivery Failure actions with the appropriate Governance Committee and holds regular DIR Customer reviews.	Phase II
Availability Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The process responsible for defining, analyzing, Planning, measuring and improving all aspects of the Availability of IT services. Availability Management is responsible for ensuring that all IT Infrastructure, Processes, tools, roles etc. are appropriate for the agreed Service Level targets for Availability.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
IT Financial Management (ITFM) – Invoicing and Chargeback 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	<p>The Successful Respondent shall describe procedures for invoicing (and verification of invoice by DIR).</p> <p>The content should include procedures for calculating Resource Unit volumes for pricing (per Service Component, as applicable), invoicing of Projects, etc.</p> <p>The content should include procedures regarding disputed invoice amounts.</p> <p>The Successful Respondent should describe procedures for charge back of costs related to the Services and the overall Agreement to DIR Customers (to include responsibilities and support by both the Successful Respondent and DIR).</p>	Phase II
ITFM – Disputes 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Defines the process for creating, researching and resolving financial invoice disputes with the Successful Respondent and SCPs.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
ITFM – Forecasting and Budgeting 1. Policies 2. Processes 3. Procedures 4. Work Instructions	60 days after Commencement Date	<p>The Successful Respondent shall describe how it will assist DIR with the annual budgeting cycle. Process should include estimation of Resource Unit volumes (by Service Component and DIR Customer as appropriate), potential Projects, review cycle, etc.</p> <p>The content should include the responsibilities of the Successful Respondent, DIR, and DIR Customers.</p> <p>The Successful Respondent shall describe procedures for forecasting cost versus budget.</p>	Phase III
ITFM – Service Level Credits and Earnback 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The Successful Respondent should describe procedures for calculating Service Level Credits on invoices and Earnback calculations.	Phase II
ITFM – Texas.gov Transaction Revenue 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The Successful Respondent shall describe procedures for collecting, tracking, reporting and managing Texas.gov transaction revenue.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
ITFM - Market Benchmark Comparison Reporting 1. Policies 2. Processes 3. Procedures 4. Work Instructions	60 days after Commencement Date	The Successful Respondent shall describe procedures for providing market benchmark comparison reporting for all DIR shared services charges capable of being benchmarked, including the source of the data, the DIR shared services that are able to be compared to the market data, the methodology of mapping the benchmark data to the shared services charges, and the format of the dashboard-style reporting.	Phase III
Customer Relationship Management (CRM) 1. Policies 2. Processes 3. Procedures 4. Work Instructions	60 days after Commencement Date	The Successful Respondent shall describe procedures and responsibilities regarding the DIR Customer Dashboard and CRM Systems Content should include procedures regarding communication and coordination regarding work requests, Service delivery issues, budgeting and financial issues, etc. for the above.	Phase III
CRM – Customer Scorecard 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The Successful Respondent shall describe the process to be used for conducting customer scorecard surveys. Content should include procedures regarding action items and attempts to resolve customer issues.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
CRM – Customer Satisfaction Surveys 1. Policies 2. Processes 3. Procedures 4. Work Instructions	60 days after Commencement Date	The Successful Respondent shall describe the process to be used for conducting customer satisfaction surveys. Content should include procedures regarding action items and attempts to resolve customer issues.	Phase III
CRM – Escalation Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Describes the roles, responsibilities, and processes to manage the escalation of urgent or lingering issues to ensure resolution. The document also summarizes how people, processes, tools, and technology are used to resolve issues as quickly as possible when issues are not resolved through normal business practices. The goal of Escalation Management is to minimize adverse impacts on business operations and ensure that the best achievable levels of service quality and availability are maintained.	Phase II
Service Delivery Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The Successful Respondent shall describe procedures and responsibilities regarding responding to Authorized Users' (including listing of Authorized Users) problems, requests, and questions.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Capacity Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	<p>The process responsible for ensuring that the Capacity of IT Services and the IT Infrastructure is able to deliver agreed Service Level targets in a cost effective and timely manner. Capacity Management considers all Resources required to deliver the IT Service, and plans for short, medium and long term business requirements.</p>	Phase II
Risk Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	<p>Enterprise approach to Risk Management for shared services delivery, as governed in this exhibit. This process forms the foundation for all other risk management documentation.</p> <p>Project approach to Risk Management for shared services delivery of projects and programs. This process governs risks that are raised during the course of delivering initiatives under the RFS, Ongoing and other programs.</p>	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Service Portfolio Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	From time to time, DIR is required to and intends to add or divest programs (or parts of programs), add, merge or split DIR Customers, change its organizations or reorganize its business units and add New Service Component and SCPs into the DIR portfolio. The Successful Respondent shall perform certain functions at the request of DIR or DIR Customers to support such activities.	Phase II
Strategy Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Strategy Management links the business demand with the supporting IT strategies and services along with service enhancement initiatives including a long-term strategy roadmap with timelines and high-level costs, and shorter-term technology plans which guide the annual improvement and budgeting process. Within this capability, DIR provides the leadership and coordination for the long-term strategy efforts, including but not limited to a long-term strategy roadmap, and the Successful Respondent shall closely coordinate with DIR to support those efforts by leading and coordinating the annual technology plan, ongoing technology refresh program, coordinate the approval and communication of Standard Products, and coordinating the effective use and disposal of Equipment and Software.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Operations Management Procedures			
Event Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	<p>The Event Management function collects and aggregates forwarded events, correlates them, and incorporates them into the Successful Respondent's Shared Services Systems (e.g., Incident Management System) for efficient management and resolution. This functionality allows SCPs to provide full coverage of monitoring their respective services while the Successful Respondent filters and correlates events across SCPs and provides complete insight into the overall Services performance.</p>	Phase II
Data Quality Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	60 days after Commencement Date	<p>The Successful Respondent shall provide a platform to collect data internally, from SCPs and Third Party Vendor(s) enabling automated intake and analysis of hardware, software and application integrity in support of the Asset Inventory and Management and Configuration Management processes.</p> <p>The Successful Respondent shall develop processes and integrate both SCP and Successful Respondent data to ensure quality and accurate data for all shared services.</p>	Phase III

Content	Preliminary Due Date	Description	Delivery Phase
Workflow Orchestration 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	Provide and manage a platform with process workflow automation across Successful Respondent, SCPs, and Third Party Vendor(s) to enable increased self-service, automated issue remediation, automated Service Request resolution and digital governance as required in the Service Catalog Management, Incident Management, Request Management and Service Level Management processes.	Phase II
Cloud Management 1. Policies 2. Processes 3. Procedures 4. Work Instructions	10 days prior to Commencement Date	The Successful Respondent shall provide and manage a platform to enable automated public and private cloud workflow orchestration across the Successful Respondent, SCPs, and to the cloud vendors, as well as, public cloud workflow orchestration from the Successful Respondent direct to the cloud vendors. This capability enables self-provisioned services, automated and orchestrated by the Successful Respondent, to expedite speed to value and increase customer satisfaction as required in the Service Catalog Management, Request Management and Incident Management processes.	Phase II
Contract Management Procedures			

Content	Preliminary Due Date	Description	Delivery Phase
Contract Change Control	10 days prior to Commencement Date	<p>The Successful Respondent shall follow DIR contract management processes and procedures for changes to the Agreement, including changes to any Exhibit or Attachment. Successful Respondent shall document internal procedures for Contract Change Control in the SMM.</p> <p>Content should include procedures to classify services as a New Service, and resulting processes to change the Agreement (including pricing).</p> <p>Content should include notification period and process, authority levels, and escalation procedures for changes to the Agreement.</p>	Phase II
Contract Deliverables Management	30 days after Effective Date	Describes the process for the Successful Respondent and SCPs to produce, develop, track, revise, review, and submit Deliverables to DIR pursuant to the terms and conditions of the Successful Respondent's MSA.	Phase I
Auditing	10 days prior to Commencement Date	<p>The Successful Respondent shall describe procedures for operational and/or financial audits (as required by State of Texas auditing and/or regulatory agencies).</p> <p>The Successful Respondent shall describe notification processes and procedures to resolve audit findings.</p>	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
Key Personnel and Subcontractors	30 days after Effective Date	The Successful Respondent shall describe internal procedures for replacement or removal of Successful Respondent Key Personnel and major Successful Respondent Subcontractors. Procedures are subject to DIR approval.	Phase I
Issue Resolution	10 days prior to Commencement Date	Describes the process for resolving program issues which may arise during the performance of Services under the MSAs with the Successful Respondent and SCPs. The purpose of the Program Issues Management Process described herein is to resolve Program Issues at the management level prior to initiating the Dispute Resolution process set forth in Section 19 of the Successful Respondent's and SCPs' MSAs. The process occurs within the management organizations of the DIR, DIR Customers, the Successful Respondent, and the SCPs.	Phase II
Dispute Resolution	10 days prior to Commencement Date	The Successful Respondent shall describe procedures regarding formal dispute resolution process used to comply with Section 19.1 of the Agreement.	Phase II

Content	Preliminary Due Date	Description	Delivery Phase
New DIR Customer Integration	10 days prior to Commencement Date	Provides the scope, guidelines, and key project activities for the implementation of a new or merging DIR Customer project once the agreement is reached to incorporate them into existing Services.	Phase II
Subcontracting and HUB Subcontracting Reporting	30 days after Effective Date	Documents process and procedures to ensure compliance with the State's Historically Underutilized Business (HUB) Subcontracting statutes and rules, reporting, and to manage Subcontractor (SUB) service and financial performance, especially with respect to HUBs.	Phase I
Service Component Provider Operational Procedures			
Texas.gov Services	10 days prior to Commencement Date	Validate SCP has documented processes and procedures necessary to delivery Services.	Phase II
Texas.gov Payment Services	10 days prior to Commencement Date		
DCS Server	10 days prior to Commencement Date		
DCS Mainframe	10 days prior to Commencement Date		
DCS Data Center	10 days prior to Commencement Date		
DCS Network	10 days prior to Commencement Date		

Content	Preliminary Due Date	Description	Delivery Phase
DCS Print-Mail	10 days prior to Commencement Date		
MAS: Development & Maintenance	10 days prior to Commencement Date		
MAS: Rate Card	10 days prior to Commencement Date		
Managed Security Services	10 days prior to Commencement Date		